

## ABSTRACT

A computer implemented process which executes computer instructions to carry out the steps of at least one fulfillment workflow to bring an instance of an information technology service into existence. If management approvals are necessary, at least one approval workflow is also executed. The steps of the preferred embodiment of the process are: using a computer to access a data structure of a service action and perform a fulfillment process comprising the steps: (A) using a computer to follow pointers in said data structure to an appropriate fulfillment workflow; (B) loading said fulfillment workflow into memory of said computer; (C) using said computer to execute computer instructions pointed to by one or more pointers in said fulfillment workflow; and (D) receiving and recording any feedback data entered by a human who has been given instructions by said computer to carry out one or more steps of said fulfillment workflow. In the preferred embodiment, the computer also executes the instructions of an approval workflow to get approval from management to implement the instance of the requested IT process.